

Customer Services



Customer Services



Mission Statement

To develop an organizational customer service program that benefits the City's internal and external customers and provide front-line City services assistance to customers.

Department Description

The Customer Services Department is responsible for the Mayor's Customer Services Initiative, one of the City's top priorities. The Department's major functions include the Community Services Centers, Citizens' Assistance, and Citywide Training.

Community Service Centers: The City has six conveniently located Community Service Centers, throughout the City that provide information and enhanced customer services to all visitors. Located in the areas of Clairemont, Peninsula, Rancho Bernardo, Navajo (San Carlos area), San Ysidro, and Scripps Ranch, each Center increases the accessibility and improves the efficiency of City services. The Community Service Centers Program is bringing public services into the communities by decentralizing many City services and creating local centers where residents can easily obtain City information and services in a convenient location near their homes or businesses.

Citizens' Assistance: Citizens' Assistance operates the City Information Center in the lobby of the City Administration Building, maintains a Citywide employee database, maintains an internet resource database, schedules use of the City Administration Building lobby displays, and produces bilingual resource documents. Citizens' Assistance administers the Citywide Route Slip Tracking System for responses to public inquiries, complaints, and service requests directed to the City's legislative officials. Quarterly reports are prepared for the City Council regarding the status of these Route Slips. Citizens' Assistance also performs as needed ombudsman services for customers.

Citywide Training: Citywide Training provides courses to increase employees' knowledge of laws, policies, and best practices in management and supervision. Standard courses include: Supervisors Academy, New Employee Orientation, Dimensions in Discipline, and Rewards and Recognition. Citywide Training also delivers customized training to City departments as requested, and assists with training elements of Citywide initiatives such as Customer Service and Ethics.

Customer Services

Service Efforts and Accomplishments

The Customer Services Initiatives encompass the development of an organizational customer service program that will encourage and support continuous improvement in high quality service delivery at all levels. Expectations and best practices are being developed and there will be comprehensive customer service training in 2007. Feedback from customers will be collected and measured in a variety of situations to provide a well-rounded view of customer satisfaction. Recognition programs are developed to reward staff for exceeding expectations.

In Fiscal Year 2007, the City Information Center has responded to 51,347 telephone and in-person inquiries from the public, and 39 City Hall lobby displays were scheduled and coordinated during this time. In February 2006, a customer friendly phone system was initiated to provide options to customers calling the main information number. The phone system lists the top five most frequently called subjects and offers to connect customers to the program staff able to directly offer assistance. In addition, more than 350 City employees completed Citywide training courses in Fiscal Year 2007.

The City's New Employee Orientation was revised and reintroduced in February 2007 to be more efficient and user-friendly. The module on "Exceeding Customer Service Delivery Expectations" was augmented to provide positive motivation and reinforcement for those who go above and beyond average service.

The Community Service Centers strive to provide services and information to residents throughout the City. During Fiscal Year 2006, staff assisted residents with 102,763 customer transactions.

Citizens' Assistance coordinates expeditious responses to over 2,800 inquiries annually via the Route Slip System. In calendar year 2006, the Citizens' Assistance Program improved the efficiency of this process by implementing a database to track and report on the thousands of citizen complaints that are generated annually. The first quarterly constituent services report was distributed to the Public Safety and Neighborhood Services Committee in January 2007.

Budget Dollars at Work

In Fiscal Year 2006:

- Six Community Service Centers assisted residents with 102,763 customer transactions
- Processed 3826 Passport applications
- Processed 1,974 Business Tax Certificates
- Assisted 20,000 in person inquiries at the City Information Center
- Processed 49,426 water/sewer bill payments, totaling \$7.5M
- Processed 4183 personnel applications
- Coordinated 39 City Hall lobby displays

Department Summary

Customer Services				
	FY 2006 BUDGET	FY 2007 BUDGET	FY 2008 PROPOSED	FY 2007-2008 CHANGE
Positions	0.00	19.00	20.00	1.00
Personnel Expense	\$ -	\$ 1,534,094	\$ 1,746,733	\$ 212,639
Non-Personnel Expense	\$ -	\$ 526,686	\$ 789,253	\$ 262,567
TOTAL	\$ -	\$ 2,060,780	\$ 2,535,986	\$ 475,206

Customer Services

Department Staffing

	FY 2006 BUDGET	FY 2007 BUDGET	FY 2008 PROPOSED
GENERAL FUND			
Customer Services			
Citizen's Assistance	0.00	4.00	4.00
Community Outreach	0.00	4.00	0.00
Community Service Centers	0.00	10.00	10.00
Customer Services Administration	0.00	1.00	3.00
Special Training	0.00	0.00	3.00
Total	0.00	19.00	20.00

Department Expenditures

	FY 2006 BUDGET	FY 2007 BUDGET	FY 2008 PROPOSED
GENERAL FUND			
Customer Services			
Citizen's Assistance	\$ -	\$ 358,410	\$ 351,276
Community Outreach	\$ -	\$ 286,421	\$ 1
Community Service Centers	\$ -	\$ 1,140,258	\$ 1,142,004
Customer Services Administration	\$ -	\$ 275,691	\$ 511,329
Special Training	\$ -	\$ -	\$ 531,376
Total	\$ -	\$ 2,060,780	\$ 2,535,986

Significant Budget Adjustments

GENERAL FUND

Customer Services	Positions	Cost	Revenue
Salary and Benefit Adjustments	0.00	\$ 47,414	\$ 0
Adjustments to reflect the annualization of the Fiscal Year 2007 negotiated salary compensation schedule, changes to average salaries, retirement contributions, retiree health contributions, and other benefit compensation.			
Transfer from the Human Resources Department	3.00	\$ 531,376	\$ 0
Transfer of 1.00 Organization Effectiveness Specialist II, 1.00 Word Processing Operator II and 1.00 Administrative Aide II 3.00 and related non-personnel expenditures from the Human Resources Department for Special Training activities.			

Customer Services

Significant Budget Adjustments

GENERAL FUND

Customer Services	Positions	Cost	Revenue
Community and Economic Development Department Transfer	1.00 \$	107,346 \$	0
Transfer of 1.00 Senior Management Analyst and related expenses from Community and Economic Development Department to Customer Services Department due to restructuring.			
Non-Discretionary	0.00 \$	70,912 \$	0
Adjustments to reflect expenses that are determined outside of the Department's direct control. Examples of these adjustments include utilities, insurance, and rent.			
Increase to Retiree Health Care-Other Post-Employment Benefits (OPEB)	0.00 \$	39,762 \$	0
Addition of funds to be applied towards the total liability for retiree health care.			
Revised Revenue	0.00 \$	0 \$	565,193
Adjustment to Fiscal Year 2007 revenue to reflect Fiscal Year 2008 revenue projections.			
Vacancy Savings	0.00 \$	(40,581) \$	0
Adjustments in personnel expense from positions that are projected to be vacant for a period of time in Fiscal Year 2008 due to personnel transition and salary differentials for new employees.			
Support for Information Technology	0.00 \$	(83,259) \$	0
Funding is allocated according to a zero-based annual review of information technology funding requirements and priority analyses.			
Transfer to the Community and Legislative Services Department	(3.00) \$	(197,764) \$	0
Transfer of 3.00 Council Representative IIs to the Community and Legislative Services Department. The transfer is a result of the Mayor's effort to enhance transparency in government through restructuring.			

Expenditures by Category

	FY 2006 BUDGET	FY 2007 BUDGET	FY 2008 PROPOSED
PERSONNEL			
Salaries & Wages	\$ -	\$ 1,000,992	\$ 1,116,590
Fringe Benefits	\$ -	\$ 533,102	\$ 630,143
SUBTOTAL PERSONNEL	\$ -	\$ 1,534,094	\$ 1,746,733

Customer Services

Expenditures by Category

	FY 2006 BUDGET	FY 2007 BUDGET	FY 2008 PROPOSED
NON-PERSONNEL			
Supplies & Services	\$ -	\$ 412,742	\$ 756,490
Information Technology	\$ -	\$ 88,377	\$ 19,456
Energy/Utilities	\$ -	\$ 25,160	\$ 9,105
Equipment Outlay	\$ -	\$ 407	\$ 4,202
SUBTOTAL NON-PERSONNEL	\$ -	\$ 526,686	\$ 789,253
TOTAL	\$ -	\$ 2,060,780	\$ 2,535,986

Revenues by Category

	FY 2006 BUDGET	FY 2007 BUDGET	FY 2008 PROPOSED
GENERAL FUND			
Charges for Current Services	\$ -	\$ 212,037	\$ 777,230
TOTAL	\$ -	\$ 212,037	\$ 777,230

Salary Schedule

GENERAL FUND

Customer Services

<i>Class</i>	<i>Position Title</i>	<i>FY 2007 Positions</i>	<i>FY 2008 Positions</i>	<i>Salary</i>	<i>Total</i>
1105	Administrative Aide I	1.00	1.00	\$ 43,820	\$ 43,820
1106	Sr Management Analyst	0.00	1.00	\$ 70,802	\$ 70,802
1107	Administrative Aide II	0.00	1.00	\$ 50,686	\$ 50,686
1614	Org Effectiveness Specialist II	0.00	1.00	\$ 64,734	\$ 64,734
1746	Word Processing Operator	0.00	1.00	\$ 37,844	\$ 37,844
1774	Public Info Specialist	9.00	9.00	\$ 39,939	\$ 359,454
2132	Department Director	1.00	1.00	\$ 134,251	\$ 134,251
2213	Council Representative II	4.00	1.00	\$ 34,996	\$ 34,996
2270	Program Manager	2.00	2.00	\$ 88,692	\$ 177,384
2275	Neighborhood Services Coord	2.00	2.00	\$ 83,132	\$ 166,264
	Vacancy Factor Adjustment	0.00	0.00	\$ -	\$ (33,908)
	Bilingual - Regular	0.00	0.00	\$ -	\$ 769
	Overtime Budgeted	0.00	0.00	\$ -	\$ 1,968
	Temporary Help	0.00	0.00	\$ -	\$ 7,526
	Total	19.00	20.00		\$ 1,116,590
CUSTOMER SERVICES TOTAL		19.00	20.00	\$	1,116,590

